

WHO TO CALL FOR HELP

The agency operates two separate help desks: the Northrop Grumman Help Desk at 444-4125 (local) or 1-800-285-2361, and the DPHHS Help Desk at 444-9500. Problems may also be faxed to the Northrop Grumman Help Desk at 406-449-3981. The Northrop Grumman Help Desk can also accept Outlook messages. The address is HHSNGCHelpDesk@mt.gov.

The DPHHS Help Desk assists department employees in resolving problems related to local area networks (LANs), communications, equipment/hardware, the RS6000 computer, the mainframe, the AS400 computer, the JOBS system and PC software programs such as WordPerfect and Lotus. For example, the DPHHS Help Desk should be called if a printer isn't working properly or if system response time is slow. DPHHS Help Desk hours are from 7:00 a.m. to 5:00 p.m. Monday through Friday.

Help Desk staff ask callers for six items of information: their *C#*, name, phone number, division name and location, terminal ID or PAMS number and a description of the problem. A "trouble ticket" number is assigned to each problem called in to the DPHHS Help Desk. Callers should ask for this number. It can be used as a point of reference if the caller later wishes to check on the status of a problem report. Although the Help Desk operators are able to resolve many problems while the caller is on the phone, the resolution of some issues may require more research or a particular expertise that the Help Desk operator does not have. Issues that cannot be resolved immediately are referred on to the appropriate individual. Once a problem is resolved, the caller is notified.

The Northrop Grumman Help Desk assists the workers and clients that utilize several different computer systems (CAPS is only one of them). Questions pertaining to these systems should be directed to the Northrop Grumman Help Desk. Mary Goyins, Jacki Huff and Peggy Huntington staff the Northrop Grumman Help Desk from 7:30 a.m. to 5:30 p.m. Monday through Friday. Because of the type of software program used to track problem reports, and the large volume of calls received by the Northrop Grumman Help Desk, problem report numbers are not assigned at the time a call is taken. Although the Help Desk staff is quite knowledgeable, they will not always be able to immediately resolve the caller's problem. It may be necessary to research a problem and then get back to the caller. If it is necessary to refer the issue to a system programmer, a problem report will be filed and the caller notified when the problem has been resolved or fixed. Problems requiring programmer intervention generally take longer to resolve than those not requiring research, analysis and/or changes to the program code. In these instances the caller should not expect an immediate response. Once a problem has been called in to the Help Desk, the caller can assume it will be addressed and should set the problem case aside. The caller should NOT attempt to rework the case using incorrect data in order to bypass the problem.

Northrop Grumman operators are not program policy specialists. Questions relating to program policy should be directed to the appropriate program staff from within the Department.

What about CAPS DocGen? During normal business hours (8 - 5), you should call the Northrop Grumman Help Desk for any DocGen related questions or problems. After hours, you should call the ITSD Operator (444-2000) if you are having problems logging into the system and you suspect the system may be down. Any "problem" with an actual document or document change request will also need to go through the Northrop Grumman Help Desk.